# NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES POLICY AND PROCEDURE DIRECTIVE

SUBJECT: INCIDENT REPORT

NUMBER: NN-PI-04 Page 1 of 4

ORIGINAL DATE: 09/21/88

REVIEW/REVISE DATE: 10/19/89, 08/28/91, 08/10/94, 06/04/98, 01/03/02, 07/10/03, 05/06/04,

5/3/07, 2/18/10

APPROVAL: Rosalyne Reynolds (s), Agency Director

### I. PURPOSE

This policy establishes the procedures for reporting, recording, and routing to the appropriate authority the details of each episode of injury or property damage involving employees or consumers of Northern Nevada Adult Mental Health Services (NNAMHS). These reports are reviewed by NNAMHS committees designated to review internal documents of the facility pursuant to NRS 49.117 to 49.123.

### II. POLICY

It is the policy of NNAMHS to provide a safe environment for consumers, employees and visitors and safe guard property by gathering, recording, investigating matters, and issue corrective measures in a reasonable, timely manner.

## III. DEFINITION

1. Incident – Includes any unexpected event that occurs causing injury to an employee, visitor, or person receiving services, or an event resulting in property damage, or an

- event that, if repeated, could reasonably be expected to result in injury or property damage.
- 2. Employee Individual who works for the Northern Nevada Adult Mental Health Services.
- Visitor Those persons on grounds who are not employees and who are not clients or consumers.
- 4. Property An article or object belonging to a consumer, employee or visitor and those articles that belong to the NNAMHS.
- 5. Injury Any physical harm that occurs to a person. Some examples are a fall on a wet floor, injury from a consumer assault, dropping a piece of equipment on a foot.
- 6. Property Damage Includes any damage to property that occurs at Northern Nevada Adult Mental Health Services. Some examples are car damage such as a broken window or antenna or clothing damage due to a consumer assault or other causes.
- 7. Abuse Any willful and unjustified infliction of pain or injury upon a person receiving services by anyone else. This includes, but is not limited to: sexual assault, sexual exploitation, rape, the use of aversive interventions except as allowed in state statute, and the use of restraints in violation of federal law.
- 8. Neglect Any omission to act which causes injury to a person receiving services or which places such a person at risk of injury, including but not limited to the failure to follow an appropriate treatment plan to which the person has consented; failure to follow the policies of the facility for care and treatment of persons receiving services; or failure to follow the standard of practice.

# IV. REFERENCES

 Division of Mental Health and Developmental Services Policy #4.003 Reporting Serious Incidents

### V. PROCEDURE

1. Staff Person Responsibilities

- a. Upon discovering/witnessing an incident, take appropriate action to protect the health and safety of those involved.
- b. Notify appropriate people and/or agencies depending on the incident.
- c. Complete internal incident report prior to end of shift. Describe what happened and what actions were taken to correct the situation or aid the person involved. Be as specific as practicable; attach a second blank sheet if additional space is needed.
- d. Report must be submitted to supervisor immediately.

# 2. Supervisor Responsibilities

- a. Review incident report.
- b. Discuss actions with staff as necessary.
- c. Make any additional notifications necessary.
- d. Comment in Supervisor space on reverse of form.
- e. Submit to agency director or designee by 8:00 am the next business day.
- f. Agency director will forward form to Performance Improvement Office within one business day.
- 3. Performance Improvement Office Responsibilities
  - a. Enter incident into database. Deaths are entered by Performance Improvement. All others are entered by Agency Directors office.
  - b. Coordinate with Director's office to determine necessity of Division incident report,
     Root Cause Analysis, investigation, etc.
  - Route incident report to appropriate managers and/or caregivers for follow up if necessary.
  - d. Develop aggregate reports for Safety and Core Leadership Committees.
- 4. Director's Office Responsibilities
  - a. The NNAMHS Director or designee will report serious incidents to the Division Administrator as outlined in Division policy 4.003.
  - b. Follow-up information and/or request for closure is due from Agencies within 10 working days of initial report.

- c. MHDS staff may request additional information via AVATAR. This information is due within 10 days of the request.
- 5. Events to be reported include but are not limited to the following:
  - a. Death of a person receiving services
  - b. Suicide attempt by a person who is open to services at the time the attempt is made
  - c. Assault or violence perpetrated on or by a person receiving services, staff member and/or visitor.
  - d. Abuse of a person receiving services
  - e. Neglect of a person receiving services
  - f. Elopement of a person receiving inpatient services
  - g. Person receiving outpatient services who is missing from a contract provider for more than 12 hours
  - h. Illness or injury of a person receiving services requiring hospitalization
  - i. Illness or injury of staff related to or occurring at work
  - j. Need for interpretation services that are not readily available
  - k. COBRA to another facility for illness, or injury
  - I. Evacuations
  - m. Fires
  - n. Hazardous materials events
  - o. Potential media events involving persons receiving services or agencies
  - p. Events creating a potential for State liability
  - q. Property damage
- 6. If in doubt about the need for a report, consult your supervisor. While incident reports may be generated to report serious and potentially serious procedure breeches, they are not designed to address personnel situations. If you have concerns regarding the behavior of personnel this should be reported using the chain of supervision.